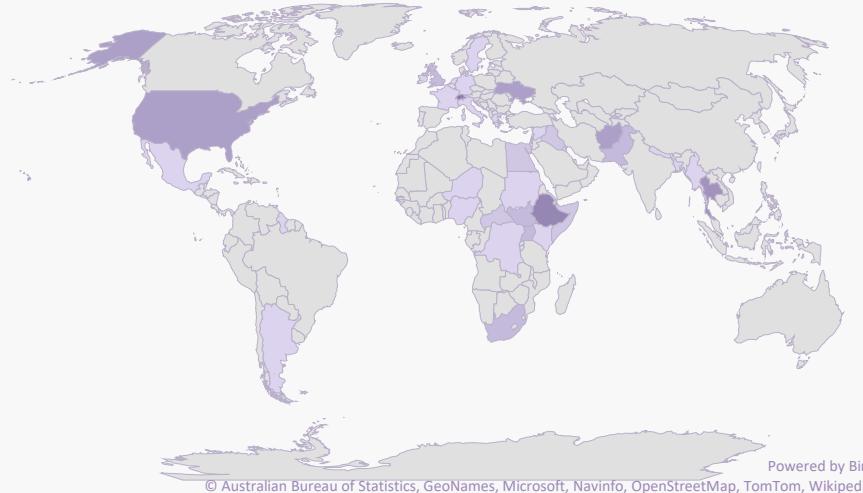


# GBV AoR Helpdesk Annual Report 2024

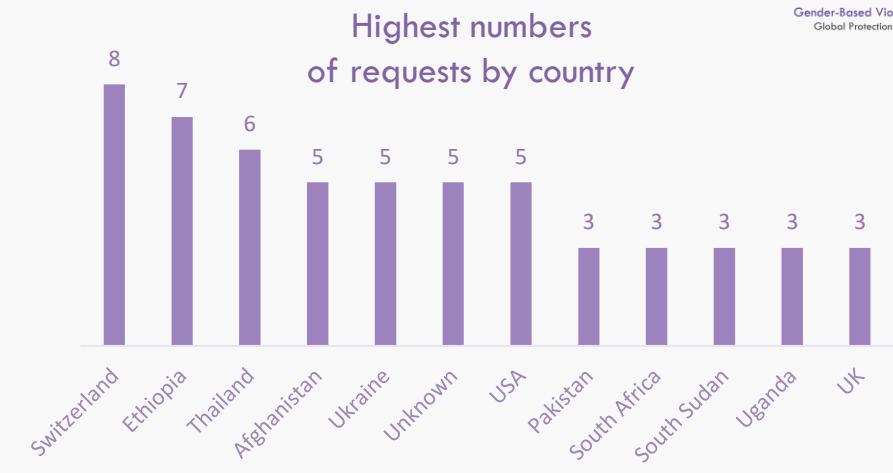


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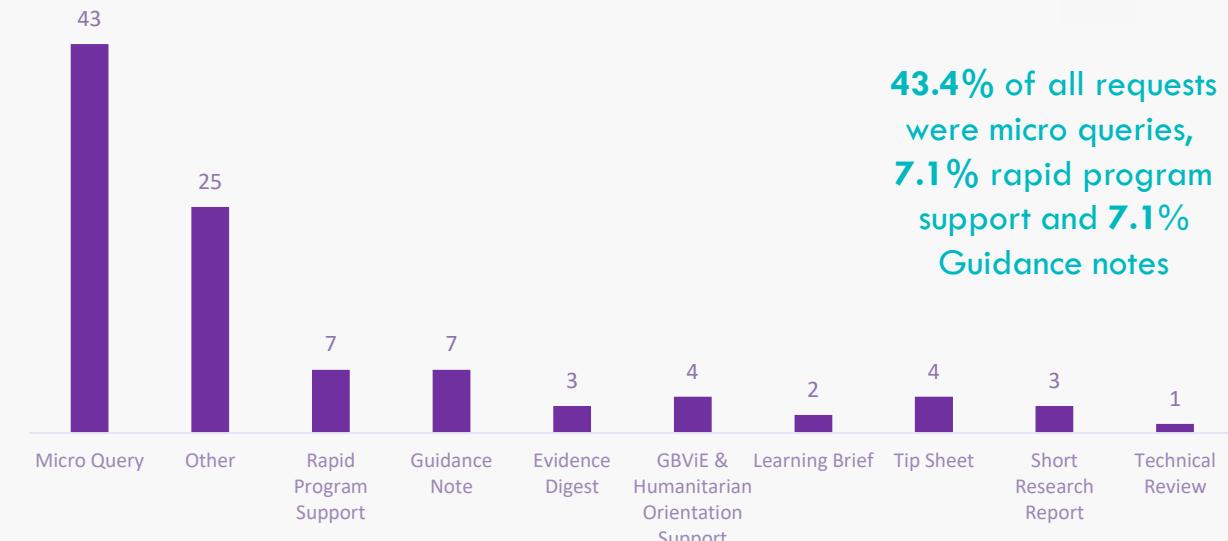
Requests were received from 26 countries

99  
requests  
received

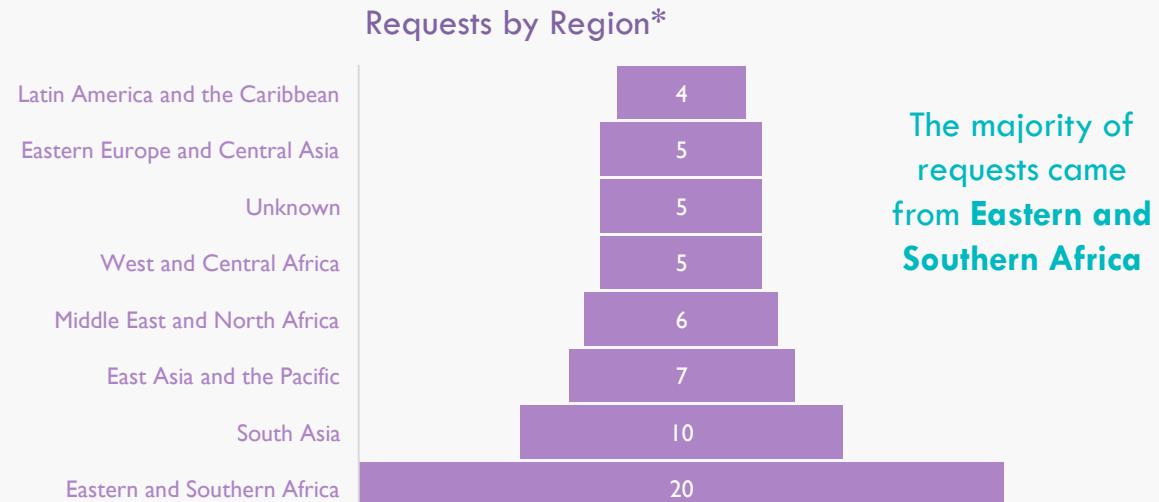
The majority of requests came from UN agencies (44.4%), most commonly UNFPA and UNICEF, followed by INGOs (19.2%). 16.2% of the requests came from operational GBV responders working with NGOs. The remaining queries come from independent consultants.



49% of requests were from individuals working at national level, 40% were from individuals working at global level and 9% of requests were from individuals working at regional level. The remaining 1% comprises requests where the querier did not supply this information.



43.4% of all requests were micro queries, 7.1% rapid program support and 7.1% Guidance notes



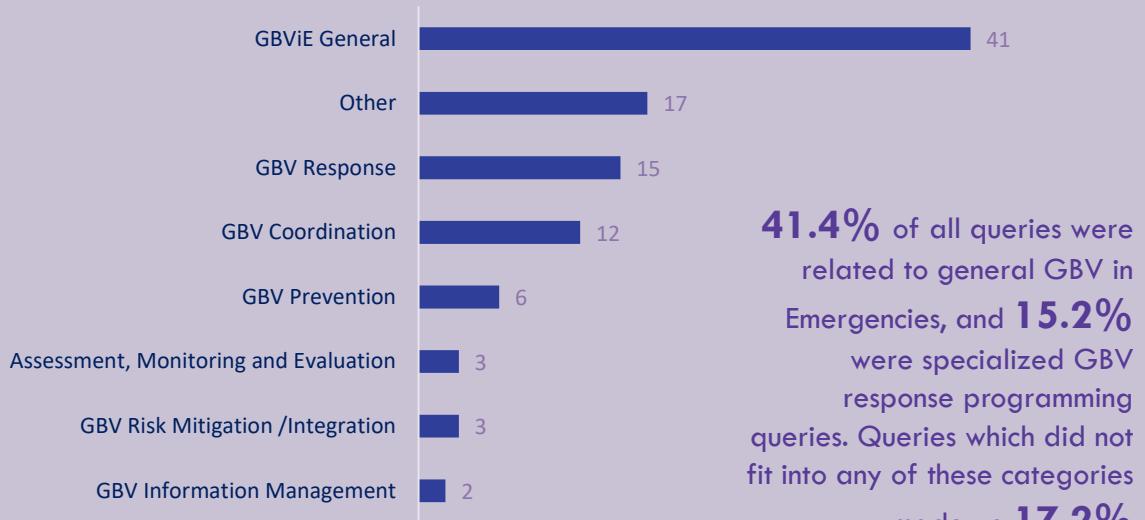
The majority of requests came from Eastern and Southern Africa

\*Remaining requests came from individuals working globally

# GBV AoR Helpdesk Annual Report 2024



## Query Requests by Theme 2024



In 2024, 99 queries came through to the Helpdesk, reflecting only a slight drop in the number to crisis-affected contexts around the world, yet still demonstrating both demand for the services offered and that the service continues to be valued year on year. Notably, the Helpdesk has continued to deepen and provide tailored support to GBViE actors through coaching orientation support. Compared to the previous year the Helpdesk received the same number of Requests for Resources. The Helpdesk received multiple new queries related to GBViE Funding Opportunities, Media and Communications, Staff Welfare, Climate change and Environment, as well as Dignity Kits and Access to Justice and Legal Aid.

## GBViE Technical Orientation and Coaching

Following the relaunch of the GBV AoR Helpdesk GBViE Technical Orientation and Coaching service in August 2023, the Helpdesk received four bespoke technical orientation and coaching requests in 2024. These were from 4 separate organizations operating in Afghanistan, Central African Republic, and the Democratic Republic of Congo (DRC). The subject matter included GBViE technical assurance, and support to documenting practice based programmatic learning for marginalized groups, coaching support regarding case follow-up, providing effective supervision and support and orientation on GBV prevention.

## Most Frequently Occurring Sub-Themes 2024



# Feedback from Helpdesk Service Users in 2024



*From the first point of contact to finish, communication was very smooth, responsive, and helpful. [The] GBV AoR Helpdesk's expertise, knowledge and insights were extremely valuable to produce the briefing. Thanks to the expertise of the GBV AoR Helpdesk, we provided development actors with a very substantive and practical guide to respond to and prevent GBV in emergency situations which addresses an important knowledge gap in the field.*

Guidance Note  
East Asia and the Pacific

*My organization is new to GBV work and the resource that was prepared will help me advocate for safe practices internally. It really helps to have resources coming from the HelpDesk because then what I'd already been advocating for is validated by industry best practice/ high level professional input. Please keep this service going. The products are great quality and the team was thoughtful, dedicated, and professional.*

Short Research Report  
Latin America and the Caribbean

*The support and guidance provided by the GBV AoR Helpdesk will greatly enhance our policy making and programming moving forward. The technical advice and resources shared have given us new insights and tools to ensure that our programs are more effective, inclusive, and aligned with best practices. This will undoubtedly improve our approach to addressing GBV in future initiatives with a focus on HBV related matters.*

Evidence Digest  
Middle East and North Africa

*With the rapidly changing contexts in different countries where we operate, this guidance on *Exit Strategies in the Event of Premature and Permanent Gender Based Violence (GBV)* is being used during GBV case management training as part of contingency planning. It has already been helpful in Yemen in planning how to handle the premature closure of a WGSS.*

Presentation  
Middle East and North Africa

*The support provided was immediate and tailored. I am particularly grateful to the dedicated consultations meetings; ensuring the final product responds to the request. Ensuring the quality is also helpful with layers of colleagues conducting quality check of the final product. The report will help immensely with the line-up work in Asia Pacific on GBV - not only on the websites but the policy briefs planned for the year. I also use other reports released by the Helpdesk. They are very helpful.*

Short Research Report  
East Asia and the Pacific

*Very satisfied, especially as this was a time sensitive request. The paper will be used to develop the approach to partnership with women-led organisations in humanitarian response for GBV service delivery. It was excellent and it is a great resource!*

Donor Mapping paper  
Global

*The GBV AoR Helpdesk learning brief on femicide in emergencies will enable us to contextualize case management trainings and will further help inform our engagement and advocacy with duty bearers and policy makers in the region.*

Presentation  
Eastern and Southern Africa

# Snapshot of Helpdesk Products Published in 2024

The GBV AoR Helpdesk completed work on 25 knowledge products in 2024. Here's a snapshot of those that were published during the year:

- **Tip Sheet: Collective Care:** This tip sheet introduces the concept of collective care, emphasizing its importance for individuals working on gender-based violence (GBV) in humanitarian emergencies. [Annotated Bibliography: Collective Care Processes and Practices](#): This annotated bibliography provides an overview of relevant literature and material on collective care processes and practices for those working on GBV in emergencies.
- **Tip sheet: Effective and Supportive GBV Technical Assistance Visits:** This tip sheet provides practical and short guidance on conducting technical assistance support visits.
- **Guidance Note on Applying Feminist Approaches to Humanitarian Action:** This guidance note considers the question of whether feminist theories and principles hold the potential to help the humanitarian system better meet many of its highest priorities.
- **How Development Actors Can Support Safe and Effective Response to GBV When Emergencies Occur:** This briefing note is targeted at development actors working on GBV who increasingly may be facing humanitarian emergencies, highlighting important actions that they can undertake to support more effective GBV prevention and response after emergency strikes.
- **Prioritizing Safety and Support in Digital Reporting of Gender-Based Violence:** This briefing note explores the complexities of using digital tools to make and collect reports of GBV cases, written for those engaged in developing, working with, or overseeing digital platforms for GBV.
- **GBV Risk Mitigation - An Essential Approach to Meeting Core Humanitarian Priorities:** This briefing note is written primarily for non-GBV specialists and provides a review of what GBV risk mitigation entails and how GBV risk mitigation supports good humanitarian programming.
- **Tip Sheet: The Inclusion and Participation of Older Women in GBViE Programs:** This tip sheet highlights the importance of inclusion of older women in GBV in emergencies (GBViE) programming.
- **Annotated Bibliography: Review of Technical Resources on Honor-Based Abuse in the Middle East and North Africa Region:** This annotated bibliography provides an overview of relevant literature and resources on Honor-Based Abuse (HBA) within the Middle East and North Africa (MENA) region and among communities from MENA living in the diaspora.

## Translations

The GBV AoR Helpdesk conducted a poll with the [GBV Community of Practice](#) membership to understand which of the GBV AoR Helpdesk products were their top priorities for translation. Based on the poll results the top six publications were selected and translated into three languages: Arabic, French and Spanish. The translated products were:

- Tipsheet: Survivor Centred Approaches. [AR](#), [EN](#), [ES](#), [FR](#)
- Guidance Note: Prevention of, and Response to, Gender-Based Violence in Settings Affected by Natural Disasters. [AR](#), [EN](#), [ES](#), [FR](#)
- Tip Sheet: Community-Based Resolution Mechanisms. [AR](#), [EN](#), [ES](#), [FR](#)
- Tip Sheet: GBV Technical Assistance on Visits. [AR](#), [EN](#), [ES](#), [FR](#)
- Humanitarian Financing for National / Local Women's Organizations and Groups (2024 update), [AR](#), [EN](#), [ES](#), [FR](#)
- Tip Sheet: Ensuring Attention to GBV in Anticipatory Action. [AR](#), [EN](#), [ES](#), [FR](#)

## Other types of Request

The GBV AoR Helpdesk received 11 requests for bespoke presentations in 2024, delivering presentations to a total audience of 515 people over the course of the year. Topics included: mitigating the risks of Femicide in Emergencies, humanitarian funding cycles, opportunities and experiences - to and for local women's organizations, Prevention and Response to GBV & Climate Change, Women and Girls Safe Spaces and One Stop Centres, and GBV resources. Requests also covered presentations on existing GBV AoR Helpdesk knowledge products, including a paper on Exit Strategies in the Event of Premature and Permanent Gender Based Violence (GBV) Emergency Response Program Closure, and Learning Brief on Finding Ways and Means to Deliver GBV Programming in Hostile Environments.

## How to contact the GBV AoR Helpdesk

You can email the GBV AoR Helpdesk at: [enquiries@gbviehelpdesk.org.uk](mailto:enquiries@gbviehelpdesk.org.uk)

The helpdesk is available 9:00 to 17:30 GMT Monday to Friday.

Our services are free and confidential.